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**Report on The Use of N11 Codes
and
Other Abbreviated Dialing Arrangements
State Survey**

**For the NARUC Communications Committee and
Subcommittee on Communications**

**November 1993
by Sandy Ibaugh
Indiana Utility Regulatory Commission**

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Background

On May 6, 1992, the Federal Communications Commission released a Notice of Proposed Rulemaking (NPRM), CC Docket No. 92-105, inviting comments on its proposal to require local exchange companies to provide abbreviated dialing arrangements. In the NPRM, the FCC tentatively concluded that rules should be adopted to govern the use of certain N11 service codes, and comments were invited on a number of issues associated with the use of N11 codes and other abbreviated dialing arrangements.

Discussion

Several state commissions have received requests for the assignment of abbreviated dialing arrangements. The attached survey was initially sent to each state utility regulatory authority on April 30, 1993 in order to collect information about the treatment of abbreviated dialing requests. A follow-up survey was sent to those non-responding states in August. The attached survey contains the responses received from 48 states and the District of Columbia.

Conclusion

The States have dealt with N11 service code requests by initiating generic dockets to investigate the abbreviated dialing issues, denying the request outright, or delaying action until the FCC acts in CC Docket No. 92-105.

Two states have approved abbreviated dialing arrangement requests on a trial/experimental basis:

Florida: 2-year experiment in West Palm Beach for Cox Communications;

Georgia: 1-year experiment in Atlanta for Cox - 211 and the State of Georgia - 511.

One state has implemented an emergency abbreviated dialing arrangement in counties where 911 service is unavailable.

New York: The service access code '311' has been established as a temporary statewide emergency telephone number for uses of TTYs in counties where 911 service is unavailable. (Deployment of 911 in all counties is expected by the year 2000.)

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State	N11 Requested	N11 Tariff	CO Code Assigned	Toll Dialing Pattern	Uniform Access Codes	Comments	Contact
Alabama	Pending (1)	Pending (2)	Yes (3)	Yes (4)	No	<p>1. Received standard requests for LEC assignment of N11 codes plus a request that Bellsouth be ordered to file a N11 tariff.</p> <p>2. South Central Bell filed proposed tariffs for N11 service in March 1993. Hearings scheduled for July 1993.</p> <p>3. 976 was designated for intrastate pay-per-call services, but the service has been withdrawn.</p> <p>4. 'Area Calling Service', a 7-digit optional calling plan, provides local and toll service by dialing 7-digits.</p>	<p>Mary Newmeyer (205) 242-5025 (205) 240-3079 (FAX)</p> <p>334</p>
Alaska	Pending	No	No	No (1)	No	<p>1. Since the entire state is in the 907 area code, all intrastate toll calls are 7-digit. Many area do not use the '1' prefix to indicate toll dialing.</p>	<p>William Marshall (907) 276-6222 (907) 276-0160 (FAX)</p>
Arizona	Received Pending	No	No	No	No	No additional details were provided	Will Shand
Arkansas	No (1)	No	No	No	No	1. Letters received - no formal requests.	Samuel Loudenslager (501) 682-5731
California	Pending (1)	No	Yes (2)	No	Yes (2)	<p>1. 1. 90-02-047, petition #3, filed October 13, 1992, by the Print Group, Inc.</p> <p>2. 976 - information access service; (900) 303-xxxx - harmful matter prefix.</p> <p>3. GTE Mobilnet</p> <p>* info - recorded information</p> <p>* film - movie information</p> <p>411/* 411 - directory assistance</p> <p>611/* 611 - repair</p> <p>911/* 911 - emergency</p>	<p>Richard Fish (415) 703 1923 (415) 703-1965 (FAX)</p>

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State	N11 Requested	N11 Tariff	CO Code Assigned	Toll Dialing Pattern	Uniform Access Codes	Comments	Contact
Colorado	Denied (1)	No	Yes (2)	Yes (3)	Yes (4)	1. Denied pending outcome of FCC in 92-105. 2. Potential use of a specific central office code for telephone relay service. 3. Docket No. 93R-0521 - Rulemaking for 1+10 digit intraLATA toll dialing. 4. Cellular - not regulated by PUC.	Warren Wendling (303) 894-2000 x-377 (303) 894-2065 (FAX)
Connecticut	Pending	No	No	Yes (1)	No	1. Currently under review.	Peter Pesiosolido
Delaware	Denied (1)	No	No	No	No	1. PSC Docket No. 92-76, Order No. 3484 dismissed petitions pending FCC action in 92-105.	Donald Coates (302) 739-4849 (FAX)
District of Columbia	Denied (1)	No	No	No	No	1. PSC dismissed the petitions on the ground that the public interest is served by awaiting FCC action in 92-105. Formal Case No. 927, Order No. 10243, June 21, 1993.	Norman Reiser (202) 626-5136 (202) 347-4711 (FAX)
Florida	Pending (1) Approved (2)	Pending Approved (3)	No	No	No	1. Phoneformation/Infordial petitions for state-wide assignment of N11 code pending. 2. Cox Communications (Palm Beach Post) in West Palm Beach petition for local N11 service as 2-year experiment, Docket No. 920962-TL, order No. PSC-92-1272-FOF-TL, issued November 4, 1992. All other issues regarding the provision of N11 service were set for hearing. 3. N11 experimental tariff approved.	Mark Long (904) 488-1280 (904) 488-0509 (FAX)

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Georgia	Pending Approved (1)	Approved (2)	No	Pending (3)	Yes (4)	<ol style="list-style-type: none"> Two N11 codes have been assigned on a 1-year trial basis: 211 for Cox in Atlanta and 511 for the State of Georgia. A trial N11 tariff was filed pursuant to PSC order in Docket No. 4232-U, issued May 18, 1993. 7-digit dialing pending in rate redesign docket. Used by Cellular - not regulated by PSC. 	John McLaughlin (404) 656-6868 (404) 656-0980 (FAX)
Hawaii	No	No	No	No	Yes (1)	<ol style="list-style-type: none"> Cellular: '*' calling allowed for reporting of news to media and for access to various public services; LEC: 411 - Directory Services 611 - Repair Service 911 - Emergency 	Henry Tsuyemura (808) 586-2020 (808) 586-2066 (FAX)
Idaho	Denied (1)	No	Yes (2)	No	No	<ol style="list-style-type: none"> Received "amended petition" from Infodial on 2-22-93. No further action has been taken. US West has a 976 tariff that was withdrawn for lack of demand. 	Joe Cusick (208) 334-0333 (208) 334-3762 (FAX)
Illinois	Pending (1)	No	No	No	No (2)	<ol style="list-style-type: none"> Docket 92-0317 pending for Infodial request for 511 or 711. Proposed order expected late July. LECs use 411, 911, 611, or 811. 	Peggy Rettle (217) 782-5683 (217) 782-1042 (FAX)
Indiana	Denied (1)	No	No (2)	Yes (3)	Yes (4)	<ol style="list-style-type: none"> Letters received - denial by letter advising that the IURC does not assign N11 codes. 976 for information services under review. Informal decision established 1 or 0 plus 10-digits for all intrastate toll calls. '*' used by cellular for access to certain services and by LECs for CLASS services. 	Sandy Ibaugh (317) 232-2523 (317) 232-6758 (FAX)

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State	N11 Requested	N11 Tariff	CO Code Assigned	Toll Dialing Pattern	Uniform Access Codes	Comments	Contact
Iowa	Denied (1)	No	No	Yes (2)	No	1. The Iowa Utilities Board denied 3 petitions for N11 assignment with the reasoning that the codes should be reserved for public use or development of new telecommunications services. 2. RMU-93-5 - Rulemaking for 0 or 1 plus 10-digit dialing pattern for all intrastate toll calls.	Richard Beary (515) 281-4188 (515) 281-5329 (FAX)
Kansas	Pending	No	No	No	Yes (1)	1. '* 582' is used by the Kansas Turnpike Authority for public emergency calls (* KTA). Cellular not regulated by KCC.	Karen Matson-Flaming (913) 271-3228 (913) 271-3354 (FAX)
Kentucky	Pending	No	No	No	No		Rosemary Center (502) 227-3940 (502) 564-7279 (FAX)
Louisiana	Pending (1)	Pending	No	Yes (2)	No	1. Docket U-20222. 2. Two local optional calling plans, 'LOS' and 'LOS B', permit 7-digit local calling within 40 miles of a customer's central office on a measured basis. 10-xxx toll calls may also be placed within the 40 mile calling area. 1+ intraLATA permissive dialing is allowed during the initial introduction of 'LOS'.	Edward Gallegos (504) 342-4416
Maine	No	No	No	Yes (1)	No	1. Informal discussions.	Joel Shifman (207) 287-3831 (207) 287-1039 (FAX)

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State	N11 Requested	N11 Tariff	CO Code Assigned	Toll Dialing Pattern	Uniform Access Codes	Comments	Contact
Maryland	Denied	No	Yes (1)	No (2)	No (3)	1. 976 and 915 are use by Audiotex service. Audiotex orders issued in 1988. 2. PSC allows 10-digit dialing for local calls (no indicator) and 1 or 0 plus 10-digits for intra- state toll dialing. 3. Since features are programmed in switch, may not be aware of certain uses.	Ann Dean (410) 333-6050 (410) 333-6086 (FAX)
Massachusetts	Pending (1)	No	No	No	No	1. Petition received - no commission action yet on the petition.	Jordan Michael (617) 727-8627 (617) 727-8812 (FAX)
Michigan	Denied (1)	No	Yes (2)	No	Yes (3)	1. N11 assignment not within jurisdiction of MPSC. 2. In context of optional blocking of access to dial-it services. 3. '* 611' used for Cellular One customer service.	Ronald Howe (517) 334-7214 (517) 882-4640 (FAX)
Minnesota	Pending (1)	No	No	No	No (2)	1. The Department of Public Service's report to the Public Utilities Commission recommends that N11 assignment be denied and that an expedited proceeding be opened to thoroughly analyze N11 issues. 2. Cellular deregulated.	Lillian Brion (612) 296-7606 (612) 297-1959 (FAX)

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Mississippi	Received (1) Pending (2)	Received (1) Pending (2)	No	Yes (3)	No	<ol style="list-style-type: none"> 1. PSC has received a few petitions for N11 codes. Those companies were referred to Bell South. 2. Tariffs filed by Bell South are pending for implementation of N11 services and interconnection. Those tariffs have been suspended and the N11 issue is currently under review. 3. PSC has implemented an "optional calling plan" that extends out to 55 miles from each serving wire center, so that, a customer who subscribes to the ACP can dial any number within a 55 mile area by using 7-digits, i.e., local calling. Usage sensitive rates vary by band. 	Randy Tew (601) 961-5489 (601) 961-5804 (FAX)
Missouri	Received (1)	No	No	No (2)	No	<ol style="list-style-type: none"> 1. K.C. Star Newspaper seeking 711 for 'Star Touch' information service. 2. A Committee, which is working through the Missouri Telephone Association, is investigating 7-digit and 10-digit toll dialing. The committee will report its results back to the PSC for further action. 	Peter Gose (314) 751-5054
Montana	Pending (1)	No	No	No	No (2)	<ol style="list-style-type: none"> 1. Docket No. 92.9.54, Order No. 5682, December 30, 1992 - denied Infodial's request. January 14, 1993 - motion for reconsideration pending. 2. 911 - Emergency 411 - Information 	Mike Sheard (406) 444-6189 (406) 444-7618 (FAX)
Nebraska	Pending (1)	No	No	No (2)	Yes (3)	<ol style="list-style-type: none"> 1. Docket C-952 - order to deny requested by hearing officer. 2. Informal discussions 3. Cellular not regulated by PSC. 	M. Gene Mand (402) 471-3101 (402) 471-0254 (FAX)

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Nevada	Pending (1)	No	No	Yes (2)	No	1. Docket 93-2012 - opened to investigate issues. 2. Docket pending - staff and LECs recommended 1 plus 10-digits for all intrastate toll.	Sharon Thomas (702) 687-6034 (702) 687-6120 (FAX)
New Hampshire	Denied (1)	No	No (2)	Yes (3)	No	1. Denied pending outcome of FCC 92-105. 2. Issue was discussed for pay-for-call services; specific code designation expected when pay-per-call tariffs filed. 3. Docket DE 93-003 pending.	Kate Bailey
New Jersey	Pending	No	No	No	Yes (1)	1. Both '*' and '#' used by cellular.	Frank Chappa (201) 648-2295 (201) 624-9453 (FAX)
New Mexico	Pending	No	No	Yes (1)	Yes (2)	1. The New Mexico Exchange Carrier Group has submitted a recommendation for 1 plus 10-digit intrastate toll dialing that is under review. 2. Cellular customers may dial '* 411' for directory assistance - provided by 'Direct Connect'.	Thomas Urrea (505) 827-4495 (505) 827-4387 (FAX)

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New York	Denied (1) Special (5)	No	Yes (2)	Yes (3)	Yes (4)	<ol style="list-style-type: none"> Petitions in Case Nos. 92-C-0884, 92-C-0892, and 92-C-0920 denied October 29, 1992. Petition for reconsideration pending. 540 and 550 - Group bridging service 970 - Adult programs (NYC metro area) 976 - Recorded announcements 394 - Information November 29, 1991, Case 91-C-0525, PSC order 7-digit home area code toll calling dialing. Use of such codes varies by company. 311 established as a temporary statewide emergency telephone number for users of TTYs in areas where 911 service is unavailable. 	Thomas Burke (518) 486-2827 (518) 474-5616 (FAX)
North Carolina	Pending (1)	N/A	N/A	N/A	N/A	<ol style="list-style-type: none"> Docket No. P-100, Sub 119 opened to investigate issues. 	Mary Steel (919) 733-3979 (919) 733-7300 (FAX)
North Dakota	Pending (1)	No	No	Yes (2)	No	<ol style="list-style-type: none"> Case No. PU-1131-93-122 opened to consider issues. FGB 'Abbreviated Dialing Arrangement (ADA)' has been approved for 2 LECs. FGB ADA enables end users to utilize a 2-digit code to access toll carriers in non-equal access end offices. The form of the originating FGD ADA is NX. 	Patrick Fahn (701) 224-4077 (701) 224-2410 (FAX)

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Oregon	Pending (1)	No	No (2)	Yes (3)	Yes (4)	<ol style="list-style-type: none"> 1. PUC Order 93-650 (May 4, 1993, Docket UM 542) suspended proceeding pending FCC action in 92-105. 2. PUC allows use of: <ul style="list-style-type: none"> 911 - Emergency 555-1212 - Directory Assistance 976-xxxx - information provider * xx - CLASS services 3. 1 plus 10-digits intrastate toll dialing effective July 1993. 4. * xx - CLASS services 	Tom Harris (503) 378-6907 (503) 373-7752 (FAX)
Ohio	Received (1) Pending (2)	No	Yes (3)	No	Yes (4)	<ol style="list-style-type: none"> 1. Two complaints have been filed against two local exchange companies for failure to provide N11 service. 2. The Commission intends to issue an order which will hold both complaints in abeyance while it completes a generic investigation. 3. 976 service is available. 4. Some cellular carriers permit abbreviated dialing using either * or #; however, dialing patterns are not tariffed items. 	Kurt Wesolek (614) 644-8036 (614) 752-8353 (FAX)
Oklahoma	Received (1)	No	No	Yes (2)	No	<ol style="list-style-type: none"> 1. To date three applications have been filed and all have been returned because they did not meet specifications. Additionally, the Commission is monitoring the FCC Docket 92-105 and will not take action until the FCC investigation is complete. 2. Wide area calling plans approved and implemented in three areas using 7-digit dialing. 	

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Pennsylvania	Pending	No	Yes (1)	Yes (2)		1. 556 used for 'adult and live' information programs. Recorded information services provided via 976. 2. C-913246, Opinion Order, December 4, 1992, approved 7-digit intraLATA toll calls (no indicator) in the 215 area code (Philadelphia).	Terrence Buda (717) 783-2810 (717) 783-3458 (FAX)
Rhode Island	Received (1) Denied (2)	No	No	Yes (3)	No	1. Petition files by American Tele Access, Inc. requesting assignment of 711 code by LEC. 2. Petition denied pending the outcome of FCC 92-105. 3. Local EAS 7-digit calling, local toll calls 1+(area code)+7-digits, and local EAS interLATA(interstate) 1+(area code)+7-digits; Docket No. 2089 issued July 14, 1993.	James Lanni (401) 277-3500 x-120 (401) 277-6805 (FAX)
South Carolina	Pending (1)	No	No (2)	No	Yes (3)	1. Docket No. 92-606-C opened to consider issues. 2. A 976 service tariff has been approved for one exchange. 3. One IXC is using 1+700 as an access arrangement; Cellular: '* xx' to reach designated numbers; LEC: '* xx' to activate or deactivate optional SST based features.	Jim McDaniel (803) 737-5199
South Dakota	Pending (1)	No	No	No	No	1. Docket TC93-027 - Petition of Infodial for assignment of N11 dialing code.	Charlie Bolle (605) 773-3809
Tennessee	Pending	No	No	No (1)	No	1. Intrastate 10-digit toll dialing effective with establishment of interchangeable CO codes - no formal decision issued.	Roger Knight (615) 741-6666 (615) 741-5015 (FAX)

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State	N11 Requested	N11 Tariff	CO Code Assigned	Toll Dialing Pattern	Uniform Access Codes	Comments	Contact
Texas	Pending (1)	No	No	No	No	1. Docket No. 11441 proceeding in two stages: 1 - will determine whether the assignment of N11 codes is in the public interest: 2 - will address the provisioning of the N11 code, if found appropriate. Stage I hearing scheduled to begin August 17, 1993.	Stephanie Goldman (512) 458-0115 (512)458-8340 (FAX)
Utah						Did not respond to survey.	
Vermont						Did not respond to survey.	
Virginia	Pending (1)	No	Yes (2)	No	No	1. Case No. PUC930019, June 25, 1993, opened as a generic investigation of the feasibility, public interest, and implementation of 3-digit access to information services. Commission Staff has suggested a limited two-year trial be implemented to allow customers to gain access to independent information services by dialing '*' and 3-digits on their phones. Trial to be confined to the two largest metropolitan areas in Virginia. 2. 976 tariff was proposed, but later withdrawn.	William Ibry (804) 371-9650 (804) 371-9069 (FAX)
Washington	Pending (1)	No	No	Yes (2)	No	1. Docketed as UT-921058 and UT-921041. 2. WUTC approved UT-930354 on May 15, 1993 - requires use of an access code and area code and 7-digits for placing intralATA toll call.	Teresa Ralston (206) 664-0835 (206) 586-1150 (FAX)
West Virginia	Pending (1)	No	No	No	No	1. Case No. 93-0098-T-G1 - staff recommended awaiting the FCC's decision in 92-105.	Dannie Walker (304) 340-0454 (304) 340-0462 (FAX)

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Wisconsin	Denied (1)	No	No (2)	No	Yes (3)	1. Letters received - denial by letter advising no action would be taken. 2. 976 tariff proposed by Wisconsin Bell. 3. # and * used by cellular for news or weather call-ins.	Gary Evenson (608) 266-6744 (608) 267-1202 (FAX)
Wyoming	Received (1) Pending (2)	No	Yes (3)	Yes (3)	No	1. Received request from Infodial which the Commission determined was incomplete. 2. Commission requested additional information, but to date no information received. 3. US West has 551-xxxx for repairs and 771-xxx for service orders which can be dialed toll free.	Mike Korber (307) 777-7427 (307) 777-5700 (FAX)

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